

VIRGINIA RELAY SERVICE
Customer Contact Report
(February, 2004)

I. Commendations	Voice	TTY	Total
CA/OPR Related	3	7	10
Relay/OSD Related			
Other			
Total Commendations	3	7	10
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)	1		1
Total Complaints	1		1
III. Inquiries/Comments	Voice	TTY	Total
General Information	8		8
Outreach/Marketing	1		1
Explain Relay	1		1
TTY Distrib/Purchase	1	1	2
LEC Service			
Billing/Rate	1		1
Computer Settings			
Technical Related			
Other	6	2	8
Total Inquiries/Comments	18	3	21
Grand Total	22	10	32